

Jaydip Limited

Perfect Smile Dental – Becmead Avenue

Inspection report

11 Becmead Avenue
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Date of inspection visit: 14/12/2023
Date of publication: 22/12/2023

Overall summary

We undertook a follow up desk-based review of Perfect Smile Dental-Becmead Avenue on 14 December 2023. This inspection was carried out to review the actions taken by the registered provider to improve the quality of care and to confirm that the practice was now meeting legal requirements.

The inspection was led by a CQC inspector who had remote access to a specialist dental advisor.

We had previously undertaken a comprehensive inspection of Perfect Smile Dental-Becmead Avenue on 4 August 2023 under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. We found the registered provider was not providing well-led care and was in breach of regulation 17 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

You can read our report of that inspection by selecting the 'all reports' link for Perfect Smile Dental-Becmead Avenue dental practice on our website www.cqc.org.uk.

When 1 or more of the 5 questions are not met we require the service to make improvements and send us an action plan. We then inspect again after a reasonable interval, focusing on the areas where improvement was required.

As part of this inspection we asked:

- Is it well-led?

Our findings were:

Are services well-led?

Summary of findings

We found this practice was providing well-led care in accordance with the relevant regulations.

The provider had made improvements in relation to the regulatory breach we found at our inspection on 4 August 2023.

Background

The provider has 3 practices and this report is about Perfect Smile Dental Becmead Avenue also known as Streatham Dental Care.

Perfect Smile Dental – Becmead Avenue is in the London Borough of Lambeth and provides NHS and private dental care and treatment for adults and children.

There is level access to the practice for people who use wheelchairs and those with pushchairs. Car parking spaces, including dedicated parking for disabled people, are available near the practice. The practice has made reasonable adjustments to support patients with specific needs.

The dental team includes 3 dentists, 2 dental nurses, 3 dental hygienists, 1 practice manager who is also the CQC registered manager and 1 receptionist. The practice has 4 treatment rooms.

During the review we spoke the practice manager. We looked at practice policies, procedures and other records to assess how the service is managed.

The practice is open:

Monday and Wednesday from 9am to 5.30pm

Tuesday from 9am to 7pm

Thursday from 8am to 6pm

Friday from 8am to 2pm

Alternate Saturdays from 9am to 1pm

Summary of findings

The five questions we ask about services and what we found

We asked the following question(s).

Are services well-led?

No action



Are services well-led?

Our findings

We found that this practice was providing well-led care and was complying with the relevant regulations.

At the inspection on 14 December 2023 we found the practice had made the following improvements to comply with the regulation:

- The provider had carried out a full sharps risk assessment and as a result, implemented the use of safer sharps.
- A lone working risk assessment had been carried out.
- Electrical work had been carried out following the unsatisfactory Electrical Installation Condition Report (EICR) on 4 August 2023. The fixed wiring was certified as satisfactory following the remedial works.
- All staff had completed fire safety training and fire marshalls were appointed. Fire drills took place at appropriate intervals.
- The medical emergency equipment checks that staff carried out were improved to include all items as recommended in current guidance.
- The provider had implemented a system to monitor and track NHS prescriptions to prevent fraudulent misuse in line with guidance produced by NHS counter Fraud Authority. The practice manager reviewed the system on a regular basis to ensure it was effective.
- Referrals were monitored effectively to ensure patients received care in a timely manner

The practice had also made further improvements:

- An effective recruitment procedure had been implemented to ensure that appropriate checks are completed prior to new staff commencing employment at the practice.
- An effective system for monitoring and recording the fridge temperature to ensure that medicines and dental care products are being stored in line with the manufacturer's guidance had been implemented.
- A monitoring system had been implemented to ensure staff are up to date with their mandatory training and their continuing professional development.
- Audits for prescribing of antibiotic medicines had been implemented. Improvements could be made to ensure analysis and reflection took place taking into account the guidance provided by the College of General Dentistry.